

# Assessor's Office: 2014 equity commitments

## **1) Policy, decision making and planning**

- Hiring a diverse workforce (succession planning) – Raising awareness on implicit bias in interview panel members

## **2) Organizational practices**

- Provide property exemption and deferral training to front-line staff members from community-based organizations and local cities across King County
- Include baseline demographic & socioeconomic data and linkage to service providers into our Residential Area Reports
- Develop a best practice standpoint on Limited English Proficiency engagement

## **3) Community engagement, communication and customer service**

- Translate the property valuation and appeal process in Tier 1 and Tier 2 languages
- Partnership with utility companies on shared database to engage low-income senior property owners
- Collaborate with community partners to translate Assessor's Office related Youtube videos
- Provide requested translator services at Assessor's town hall meetings